

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application No.: 10/616,006  
Filing Date: July 9, 2003  
Applicant: Luca Rigazio  
Group Art Unit: 2626  
Examiner: Jakieda R. Jackson  
Title: Speech Data Mining for Call Center Management  
Attorney Docket: 9432-000241

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

**AMENDMENT**

Sir:

In response to the Office Action mailed August 7, 2007, please amend the application as follows and consider the remarks set forth below.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 13 of this paper.